



STATE OF TENNESSEE

RWES Training for Case Managers

3/15/2021

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RWES Training – Log In

- Link to log in to RWES: <https://hssi.tn.gov/auth/login>
- Sign in with DC number and password
- Click OK



Health Services Security Infrastructure

Username Password Authentication

User Name

Password

Reset

OK

RWES Training – Log In

- The next screen will show the last successful login and last unsuccessful log in
- Click OK



Health Services Security Infrastructure

Welcome!

Your last successful login was on 2021-03-15 10:52:07.2633333
from 10.15.99.254

Your last unsuccessful login was on 2021-03-15 13:10:56.4566667
from 10.15.99.252



RWES Training – Log In

- There is the RWES and RWES Training system. To work in the active system, select RWES. Otherwise, click RWES Training to train in the system.



Health Services Security Infrastructure

[Logout](#)

Resource List

RWES



RWES



RWES Training

EHARS



EharsProd

[Change Locale](#)

[Change Password](#)

RWES Training - Homepage

- Once logged in the home screen will show upcoming announcements.
- Make sure log in is correct by checking username in upper right corner.

TN Ryan White Eligibility Program [Go to TN.gov](#)

Home Client▼ Admin▼ About

Welcome: Erin Wilson ▼

Home

Announcements

View Current Announcements	Last Updated
----------------------------	--------------

RWES Training - Homepage

- To go to client queue, select Client on homepage and then click Notifications on the dropdown

TN Ryan White Eligibility Program [Go to TN.gov](#)

Home **Client** Admin About Welcome: Erin Wilson

Notifications
Client Search
NewClient

Announcements

View Current Announcements Last Updated

RWES Training - Homepage

- The Notification page shows status of clients assigned to you in RWES.
- The active client count represents all clients in RWES assigned to you.
- The left column can be clicked to show pending applications, receiving no services , actions required, etc.

All Notifications	
Active Client Counts	0
Incomplete Applications	1
Pending Applications	0
Denied Applications	0
Accept Approved	0
Receiving No Services	0
View Re-Certifications	0
View Clinical Updates	0
View Actions Required	0

Incomplete Applications

Client Name	Client SSN	Original Application Date
View	Check Time	8/24/2020
Showing 1 to 1 of 1 entries		
Previous		Next

RWES Training - Homepage

- To access a client's file, click on the View button to the left of their name in blue.

All Notifications

Active Client Counts	0
Incomplete Applications	2
Pending Applications	0
Denied Applications	0
Accept Approved	0

Incomplete Applications

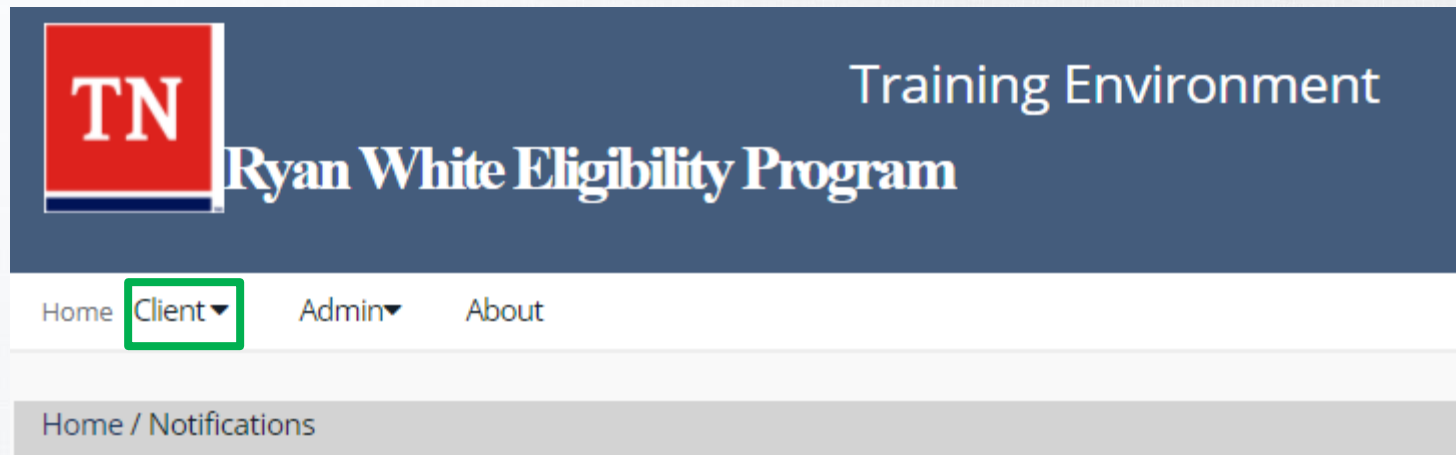
	Client Name	Client SSN	Original Application Date
View	Check Time		8/24/2020
View	Test Test		3/17/2021

Showing 1 to 2 of 2 entries

Previous 1 Next

RWES Training – Creating Client

- To add a new client click Client then click New Client



RWES Training – Creating Client

- Fill out the contact information for the client.
- Be sure to enter accurate information.

New Client Application

Contact Form

Client ID

SSN*

Date of Birth*

888555223

05/05/1955

First Name*

Middle Name

Last Name*

Suffix

Test

M

McTest

Suffix

Physical Address

Address line 1*

Address line 2

City*

State*

705 James Robertson

Address2

Nashville

Tennessee ▼

Zip*

County*

Agency*

Primary Phone

37243

Davidson ▼

Nashville CARES

615-888-5555

(615) 777-5555

test@mctestergmail.com

Email ▼

RWES Training – Creating Client

- Be sure to use the name on the proof of identification document.
- This address cannot be a P.O. Box.

New Client Application

Contact Form

Client ID

SSN*

Date of Birth*

888555223

05/05/1955

First Name*

Middle Name

Last Name*

Suffix

Test

M

McTest

Suffix

Physical Address

Address line 1*

Address line 2

City*

State*

705 James Robertson

Address2

Nashville

Tennessee ▼

Zip*

County*

Agency*

Primary Phone

37243

Davidson ▼

Nashville CARES

615-888-5555

RWES Training – Creating Client

- If client is needing mail sent to another address, click Mailing Address Different and then fill out information.
- This address can be P.O. Box.

Alternate Phone

(615) 777-5555

Email Address

test@mctestergmail.com

Preferred Contact Method

Email

Mailing Address Different



Mailing Address

Address line 1*

Address1

Address line 2

Address2

City*

City

State*

Tennessee

Zip*

Zip

County*

---Select County---

Is client a minor?



TN


RWES Training – Creating Client

- If Client is a minor mark the checkbox and then add appropriate information.
- Then click Add Note.

Is client a minor?
☐

CareWare URN

Add Note
Notes*

 Save

RWES Training – Creating Client

- Add note in new tab then click Save.
- All notes needs to include the date entered, the action taken, and who completed the action.

The screenshot shows a web browser window with two tabs. The first tab is titled 'New Client' and the second is 'https://rwestrain.health.tn.gov/RV'. The address bar displays 'rwestrain.health.tn.gov/RWES/Client/Note'. Below the address bar is a text input field containing the text '4/14/2021 Adding a new client. E.Wilson'. The text 'E.Wilson' is underlined in red. Below the text field is a 'Save' button, which is highlighted with a green rectangular border.


RWES Training – Creating Client

- After you have filled out Contact information for client click Save.

Add Note

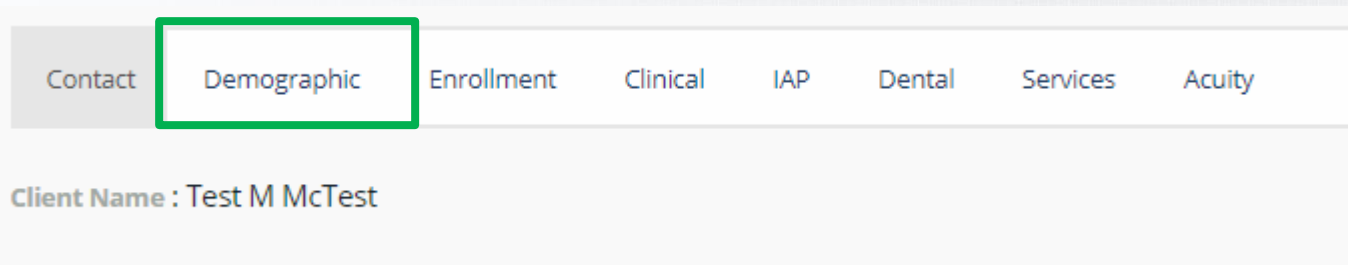
Notes*

4/14/2021 Adding a new client. E.Wilson

 Save

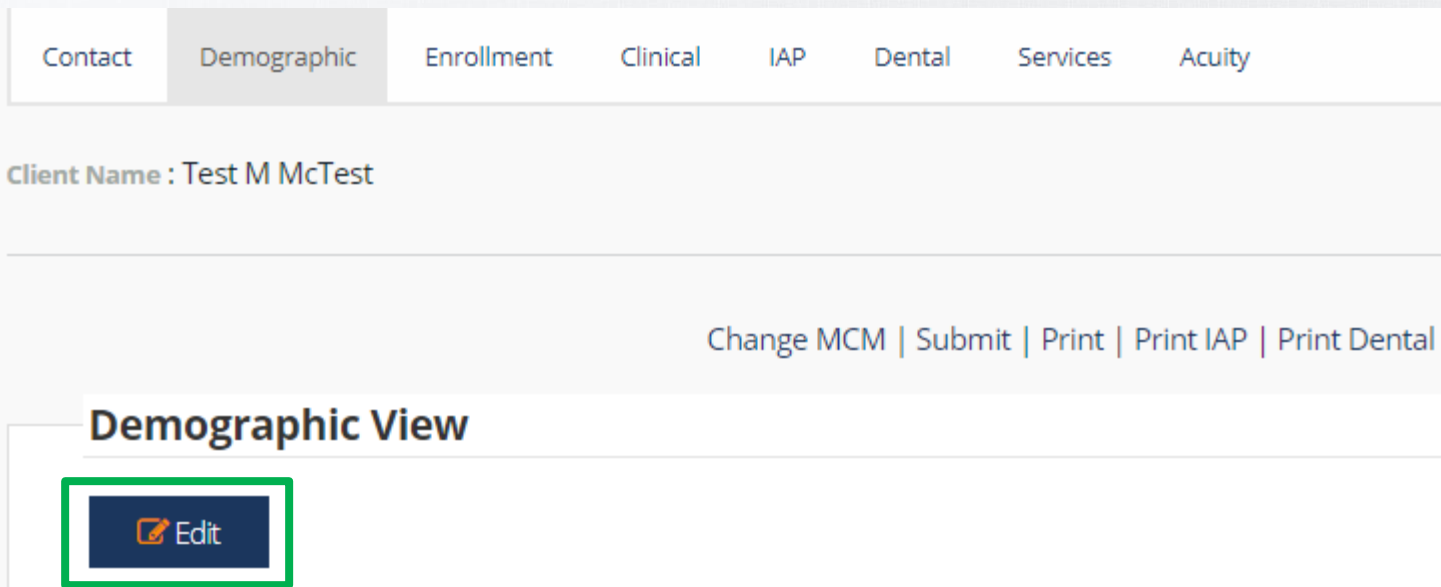
RWES Training – Creating Client

- After you have completed and saved the Contact Page click Demographic.



A screenshot of the RWES client management interface. At the top, there is a horizontal navigation bar with tabs: Contact, Demographic, Enrollment, Clinical, IAP, Dental, Services, and Acuity. The 'Demographic' tab is highlighted with a green rectangular box. Below the navigation bar, the text 'Client Name : Test M McTest' is displayed.

- Click Edit to start filling out Demographic Page.



A screenshot of the RWES client management interface. The 'Demographic' tab is selected and highlighted in the navigation bar. Below the navigation bar, the text 'Client Name : Test M McTest' is displayed. To the right of the client name, there are links: 'Change MCM | Submit | Print | Print IAP | Print Dental'. Below these links, the section is titled 'Demographic View'. At the bottom left of this section, there is a dark blue button with a pencil icon and the text 'Edit', which is highlighted with a green rectangular box.

RWES Training – Creating Client

- Fill out all of Demographic page.

[Edit Demographic Information](#)

Demographic

Gender*

Male

Transgender

---Select Transgender---

Gender at Birth*

Male

Race*

White

Ethnicity*

Hispanic/Latino(a)

Hispanic Group

Another

Asian Group

---Select Asian Group---

NHPI Group

---Select NHPI Group---

HIV/AIDS Status :

HIV/AIDS Diagnosis Date :

HIV/AIDS Status(One of the following HIV/AIDS status is required)

HIV/AIDS ?



HIV/AIDS Diagnosis Date

05/05/2005

HIV?



HIV Diagnosis Date

RWES Training – Creating Client

- Permanent Housing – Client owns or rents stable property
- Non-Permanent – Client housing situation is unstable
- Institution – Client is incarcerated or in a temporary treatment facility

AIDS ?

☐

AIDS Diagnosis Date

Marital Status*

Housing Status*

Non-Permanent
Institution

Household Size*

Gross Annual Income* : .00

Total Gross Household Income

Total Year-to-Date Household income

MAGI

RWES Training – Creating Client

- Continue filling out Demographic Page. To add client income, Click MAGI

AIDS ?

☐

AIDS Diagnosis Date

Marital Status*

Single

Housing Status*

Permanent Housing

Household Size*

1

Gross Annual Income* : .00

Total Gross Household Income

0.00

Total Year-to-Date Household income

0.00

MAGI

RWES Training – Creating Client

- Click Add Household Member to add information

MAGI

(Modified Adjusted Gross Income) Worksheet

Date	RWES #	Last Name	First Name
4/14/2021		McTest	Test

Payroll Frequency	Number of Times Paid Per Year
Paid Every Week	52
Paid Every Two Weeks	26
Paid Two Times A Month	24
Paid Every Month	12

Household Member Name	Income Source	# Times	Gross Income Amount				Average Income	Annual Income
		Paid per	Must have at least two consecutive pay stubs					
		Year	Check 1	Check 2	Check 3	Check 4		
							Total Household Income	0

Household Member Name	Income Source	Payroll Frequency	Pay Periods Paid to-date	Year-to-date Income Amount (if available)	Average Pay Period Income	Annual Income
Total Household Income						0

RWES Training – Creating Client

- Enter the client's paycheck information then click Save. If you need to add another member's income, click Add Household Member button.

(Modified Adjusted Gross Income) Worksheet

Date	RWES #	Last Name	First Name
4/14/2021		McTest	Test

Payroll Frequency	Number of Times Paid Per Year
Paid Every Week	52
Paid Every Two Weeks	26
Paid Two Times A Month	24
Paid Every Month	12

Household Member Name	Income Source	# Times	Gross Income Amount						Average Income	Annual Income	
		Paid per	Must have at least two consecutive pay stubs								
		Year	Check 1	Check 2	Check 3		Check 4				
Test McTest	Job	24	1200	1950	0.00		0.00		1,575.000	37,800.000	
								Total Household Income		37,800.00	

Household Member Name	Income Source	Payroll Frequency	Pay Periods Paid to-date	Year-to-date Income Amount (if available)	Average Pay Period Income	Annual Income
Test McTest	Job	Two Times a Month▼	7	10650.00	1,521.429	36,514.286
Total Household Income						36,514.29

Right Click to 1Print



RWES Training – Creating Client

- After saving the MAGI a note will be entered showing it has been updated. If additional notes are needed add them and then click Save.

Gross Annual Income* : .00

Total Gross Household Income	Total Year-to-Date Household income
37,800.00	36,514.29

MAGI

Notes*

MAGI Updated 2021/04/14

Add Note

[Back](#) [Save](#)

RWES Training – Creating Client

- Click on the Enrollment tab then click Edit

[Contact](#) [Demographic](#) **[Enrollment](#)** [Clinical](#) [IAP](#) [Dental](#) [Services](#) [Acuity](#)

Client Name : Test M McTest Case Manager

[Enroll](#) | [Recertify](#) | [Dismiss](#) | [Deny](#) | [Change MCM](#) | [Submit](#) | [Print](#) | [Print IAP](#) | [Print Dental](#)

Enrollment View

[Edit](#)

Client Status*	Reason for Application*	Application Date	Application Approval Date
	test		
MCM Recertification Submit Date	Recertification Approval Date	Original Application Date	Date Disenrolled from program
		4/14/2021	
Reason for Disenrollment	Agency*	Action Required Date	Action Required Note
	Nashville CARES		

RWES Training – Creating Client

- Dates will automatically populate when application is submitted and approved. and Insurance information. The Status should show as

[Edit Enrollment Information](#)

Enrollment

Client Status*

Pending

Reason for Application*

New Application

Application Date

04/14/2021

Application Approval Date

MCM Recertification Submit Date

Recertification Approval Date

Original Application Date

4/14/2021

Date Disenrolled from program

Reason for Disenrollment

---Select ReasonforDisenrollment---

Agency*

Nashville CARES

Action Required Date

Action Required Note

Insurance Assistance Received*

Insurance Assistance Type

Full premium payment

Insurance Premium Amount

0

Health Insurance*

Medicare Part D

Insurance Effective Date

04/14/2021

Plan Activation Date

RWES Training – Creating Client

- Enter the future date of an action you want to be reminded to complete in the Action Required Date field and the action to be completed in the Action Required Note field. You will receive a reminder on the Notification Page.

[Edit Enrollment Information](#)

Enrollment

Client Status*

Pending

Reason for Application*

New Application

Application Date

04/14/2021

Application Approval Date

MCM Recertification Submit Date

Recertification Approval Date

Original Application Date

4/14/2021

Date Disenrolled from program

Reason for Disenrollment

---Select ReasonforDisenrollment---

Agency*

Nashville CARES

Action Required Date

Action Required Note

Insurance Assistance Received*

Insurance Assistance Type

Insurance Premium Amount

Health Insurance*

0

Full premium payment

0

Medicare Part D

Insurance Effective Date

04/14/2021

Plan Activation Date

RWES Training – Creating Client

- Full Premium – IAP pays the client's insurance premium and copays.
- Partial Premium Payment – IAP pays part of the client's insurance premium.
- Copay and Deductible – IAP pays only a client's copays and deductibles.

[Edit Enrollment Information](#)

Enrollment

Client Status*

Pending

Reason for Application*

New Application

Application Date

04/14/2021

Application Approval Date

MCM Recertification Submit Date

Recertification Approval Date

Original Application Date

4/14/2021

Date Disenrolled from program

Reason for Disenrollment

---Select ReasonforDisenrollment---

Agency*

Nashville CARES

Action Required Date

Action Required Note

Insurance Assistance Received*

Insurance Assistance Type

Full premium payment

Partial Premium
Copay/deductible including Medicare Part D

Insurance Premium Amount

0

Health Insurance*

Medicare Part D

Insurance Effective Date

04/14/2021

RWES Training – Creating Client

- Continue filling out enrollment tab. Please remember that Ryan White is payer of last resort, so be sure to apply to all available resources such as TennCare.

Did client apply for TennCare? <input checked="" type="checkbox"/>	Date applied for TennCare 04/14/2021
Is client on TennCare? <input type="checkbox"/>	Date enrolled in TennCare
Is client VA eligible? <input type="checkbox"/>	VA Eligible Date

COE Site Chattanooga Cares	VA Site No VA	Private Provider. 	Federally Qualified Health Center.
--------------------------------------	-------------------------	------------------------------	---

Other Provider.

RWES Training – Creating Client

- Fill out Funding and Services Requested

Funding*	Services Requested*	Other reason for request
<input type="checkbox"/> Part A	<input type="checkbox"/> Drug Assistance	<input type="text"/>
<input checked="" type="checkbox"/> Part B	<input type="checkbox"/> Emergency Funding Assistance(EFA)	
<input type="checkbox"/> Part C	<input checked="" type="checkbox"/> Food Bank/Home Delivery	
<input checked="" type="checkbox"/> Part D	<input checked="" type="checkbox"/> Housing	
	<input type="checkbox"/> Vision	
	<input checked="" type="checkbox"/> Insurance Assistance	
	<input type="checkbox"/> Transportation	
	<input type="checkbox"/> Nutrition	
	<input type="checkbox"/> Dental	
	<input type="checkbox"/> Referral	
	<input type="checkbox"/> Medical Services	
	<input type="checkbox"/> Psych Social Report	
	<input type="checkbox"/> Medical Case Management	
	<input type="checkbox"/> Other	

RWES Training – Creating Client

- Click Add Note to this page and then click Save

Notes*

4/15/2021 new application e.wilson

Add Note

Back

Save

RWES Training – Creating Client

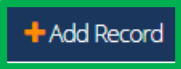
- Click on the Clinical tab then click Add Record if needing to manually update. Otherwise EHARS should match and add the CD4 Count.

[Contact](#) [Demographic](#) [Enrollment](#) **[Clinical](#)** [IAP](#) [Dental](#) [Services](#) [Acuity](#)

Client Name : Test M McTest **Case Manager**

[Enroll](#) | [Recertify](#) | [Dismiss](#) | [Deny](#) | [Change MCM](#) | [Submit](#) | [Print](#) | [Print IAP](#) | [Print Dental](#)

Clinical History



CD4 Date	CD4 Count	Viral Load Date	Viral Load Count
----------	-----------	-----------------	------------------

RWES Training – Creating Client

- Click on the IAP tab then click Edit to add IAP information.

[Contact](#) [Demographic](#) [Enrollment](#) [Clinical](#) [IAP](#) [Dental](#) [Services](#) [Acuity](#)

Client Name : Test M McTest

Case Manager :

Enroll | Recertify | Dismiss | Deny | Change MCM | Submit | Print | Print IAP | Print Dental

IAP View

[✎ Edit](#) [↻ IAP Page 2](#) [↶ Back](#)

IAP Page 1 of 2

Name of Insurance Carrier

Other

Policy Plan Identification

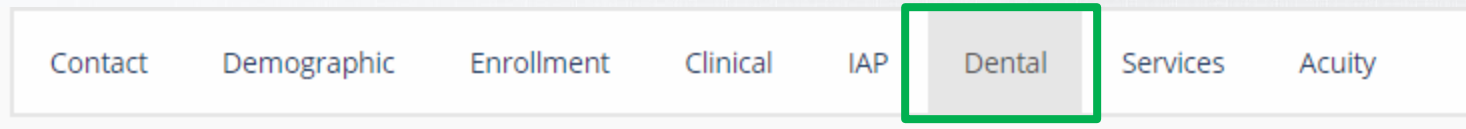
Plan Name

Plan Number

Plan Network

RWES Training – Creating Client

- Currently Dental information is handled in Guardian system, so nothing needs to be done on the Dental tab.



RWES Training – Creating Client

- Click Services.
- Click Add Services

Home / Client Application / Edit Enrollment

Contact Demographic Enrollment Clinical IAP Dental **Services** Acuity

Client Name : Test M McTest Case Manager :

Enroll | Recertify | Dismiss | Deny | Change MCM | Submit | Print | Print IAP | Print Dental

Services View

+ Add Services

RWES Training – Creating Client

- After clicking Add services another box should appear. Select the Service Action to Receiving Service and to the right select what Services you are turning on for the client. Then Add Note and Save when completed

Add Services

Service Action*

Receiving Service

Services*

Insurance Assistance

Action Date* 4/15/2021

Notes

Add Note

Back

Save

TN

RWES Training – Creating Client

- Once a Service has been added it will say Receiving Service on the screen. If needed add additional services by clicking Add Services and following steps on previous page.

Service Page Saved successfully!

[Enroll](#) | [Recertify](#) | [Dismiss](#) | [Deny](#) | [Change MCM](#) | [Submit](#) | [Print](#) | [Print IAP](#) | [Print Dental](#)

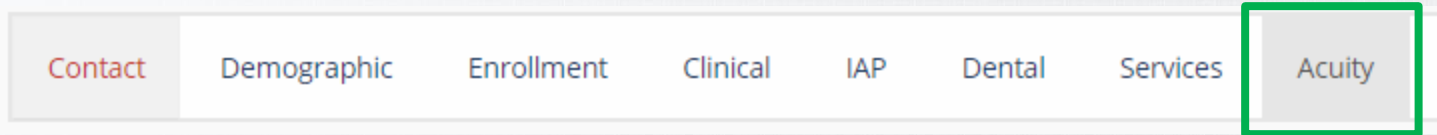
Services View

[+ Add Services](#)

Action	Services	ActionDate	
Receiving Service	Insurance Assistance	4/15/2021	Edit

RWES Training – Creating Client

- Currently nothing is being added with the Acuity tab.



RWES Training – Creating Client

- To send your New Application to the State for Approval make sure all information has been filled out and the pages saved.
- Click the Submit button.

[Change MCM](#) [Submit](#) [Print](#) | [Print IAP](#) | [Print Dental](#)

Enrollment View

 Edit


RWES Training – Creating Client

- After clicking Submit you will be taken to a new screen where you must click the Print button to print a copy for your records.

Home / Client Application / Submit Application

Continue

If you have not printed the application yet please do so before submitting.

 Print

 Submit

RWES Training – Creating Client


- After clicking print a copy of the application will be downloaded for printing. Make sure to print this out for your files
- Then click Submit to submit New Application to the State.

Home / Client Application / Submit Application

Continue

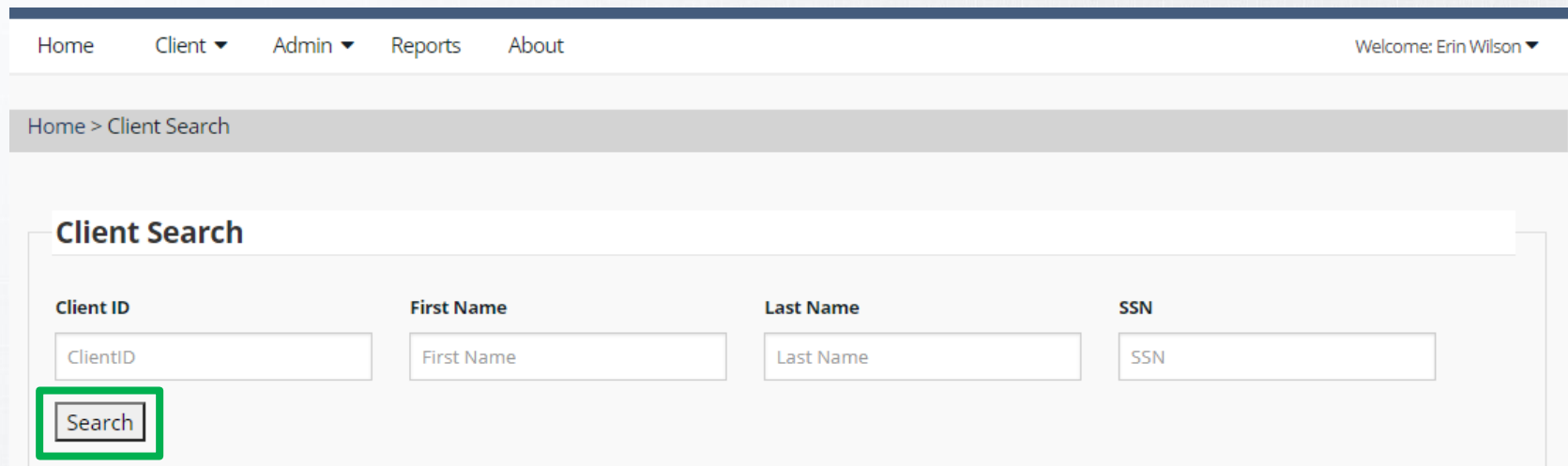
If you have not printed the application yet please do so before su

 Print

 Submit

RWES Training – Search for a client

- To search for a client, click on Client in the top left and then click Client Search.
- You can search for a client with any of the information below. Once Client Search has been filled out click Search button to look for the client in RWES.



The screenshot shows the RWES application interface. At the top is a navigation bar with links: Home, Client (with a dropdown arrow), Admin (with a dropdown arrow), Reports, and About. On the right side of the navigation bar, it says "Welcome: Erin Wilson" with a dropdown arrow. Below the navigation bar is a breadcrumb trail: "Home > Client Search". The main content area is titled "Client Search" and contains four input fields: "Client ID" (with placeholder text "ClientID"), "First Name" (with placeholder text "First Name"), "Last Name" (with placeholder text "Last Name"), and "SSN" (with placeholder text "SSN"). Below these fields is a "Search" button, which is highlighted with a green rectangular border.

RWES Training – Searching for a client

- Once you click Search you should have a list of clients that meet the search information. Click view to the left of the clients RWES number to go into the record.

[Home](#) [Client ▾](#) [Admin ▾](#) [Reports](#) [About](#) Welcome: Erin Wilson ▾

[Home > Client](#) [Notifications](#) [Client Search](#) [NewClient](#)

Client Search

Client ID

First Name

Last Name

SSN

	ClientId	Client Name	Assigned MCM	Contact	City	DOB
View	1020273	Testing t test				
View	1020275	test te test				
View	1020285	Test Test				
View	1020218	test1 test2				
View	1020219	test1 test2				
View	1020272	Testy Test Tester				

Showing 1 to 6 of 6 entries Previous 1 Next

RWES Training – Updating Information

- After clicking the RWES number to the left you will be taken into the client's application.
- Always check to make sure the information is for the correct person.

[Home](#) / [Client Search](#) / [Client Application](#)

Contact Demographic Enrollment Clinical IAP Dental Services Acuity

Client Name : Test Test

Case Manager :

[Change MCM](#) | [Submit](#) | [Print](#) | [Print IAP](#) | [Print Dental](#)

Contact View

 Edit

Client ID	SSN*	Date of Birth*	
1020285		5/5/1955	
First Name*	Middle Name	Last Name*	Suffix
Test		Test	

RWES Training – Updating Information

- Click Edit button to edit information on this page
- If you don't see the edit button, the client isn't assigned to you. (See How to change case managers.)

Contact View

 Edit

Client ID
1020285

SSN*

Date of Birth*
5/5/1955

First Name*
Test

Middle Name

Last Name*
Test

Suffix

Physical Address

Address line 1*
710 james robertson parkway

Address line 2

City*
nashville

State*
Tennessee

Zip*
37243

County*
Davidson

Agency*
Nashville CARES

Primary Phone
123-485-9999

Alternate Phone
615-777-5555

Email Address
test.mc@mctestinggmail.com

Preferred Contact Method
Email

RWES Training – Updating Information

- Please note the Client ID number cannot be changed. Otherwise click on the appropriate box to update client's information on Contact page

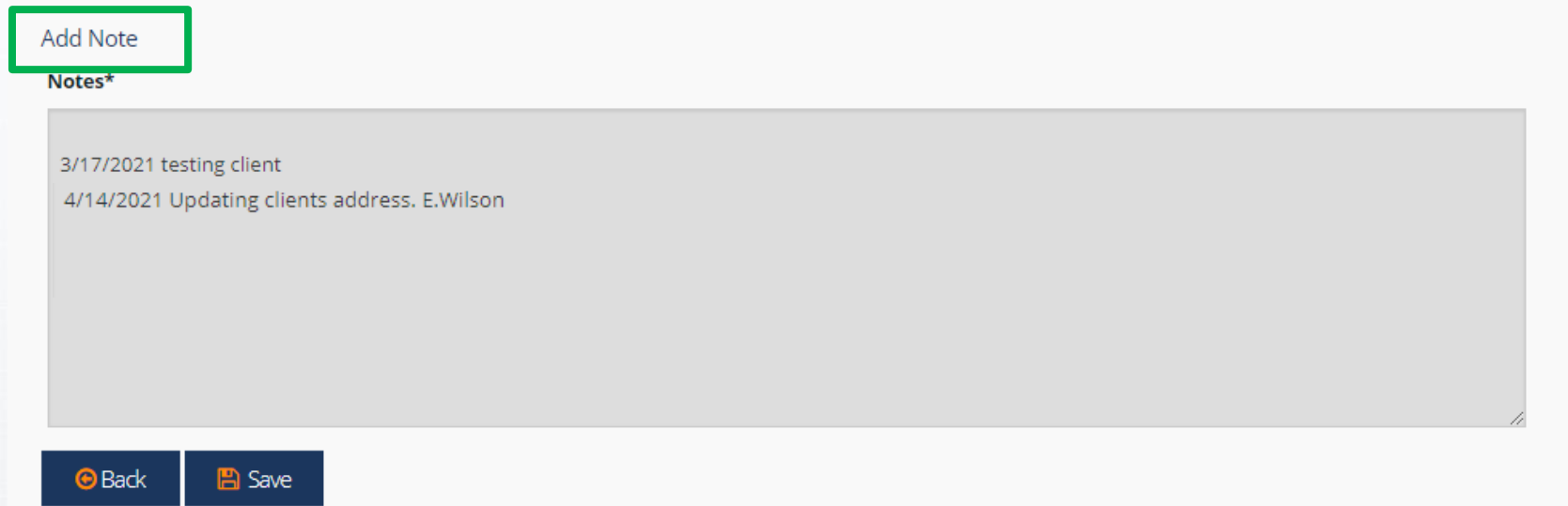
Client ID 1020285	SSN*	Date of Birth*	
		5/5/1955	
First Name*	Middle Name	Last Name*	Suffix
Test	Mname	Test	Suffix

Physical Address

Address line 1*	Address line 2	City*	State*
710 james robertson parkway	Address2	nashville	Tennessee ▼
Zip*	County*	Agency*	Primary Phone
37243	Davidson ▼	Nashville CARES	(123) 485-9999
Alternate Phone	Email Address	Preferred Contact Method	
(615) 777-5555	test@mctestergmail.com	Email ▼	

RWES Training – Updating Information

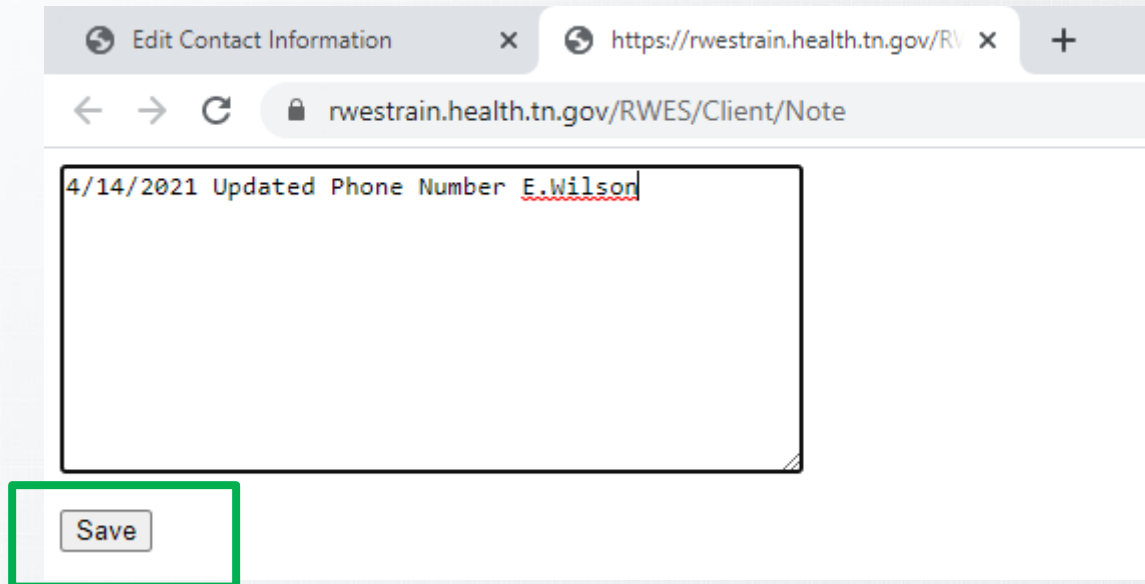
- Once you have finished updating information click Add Note.
- Make sure to date and sign your notes to make sure current information is shared on application information



The screenshot shows a web interface for adding notes. At the top left, there is a button labeled 'Add Note' with a green border. Below it, the text 'Notes*' is displayed. A large, light gray rectangular text area contains two lines of text: '3/17/2021 testing client' and '4/14/2021 Updating clients address. E.Wilson'. At the bottom of the form, there are two dark blue buttons: 'Back' with a circular arrow icon and 'Save' with a floppy disk icon.

RWES Training – Updating Information

- When you click Add Note it will take you to a second tab to add note.
- Once note is entered click Save.



A screenshot of a web browser showing the 'Edit Contact Information' tab and the 'https://rwestrain.health.tn.gov/RV' address bar. The main content area displays a text input field with the text '4/14/2021 Updated Phone Number E.Wilson'. Below the text field is a 'Save' button, which is highlighted with a green rectangular border.

RWES Training – Updating Information

- Once you have completed updating a page click the Save button.

Add Note

Notes*

3/17/2021 testing client
4/14/2021 Updating clients address. E.Wilson
4/14/2021 Updated Phone Number E.Wilson

Back

Save

RWES Training – Updating Information

- You can use the edit button to update information on all tabs. Simply click the next tab you need to go into at the top of the application.
- Remember to add a note, date/ sign the update, then save the page.

Home / Client Application / Edit Contact

Contact Demographic Enrollment Clinical IAP Dental Services Acuity

RWES Training – Updating Information

- After all updates have been made go to the enrollment section, click Edit and under the Reason for Application select Update.
- Then add a note with date, what was updated, and name.
- Click Save.

Enrollment			
Client Status*	Reason for Application*	Application Date	Application Approval Date
Active ▾	Update ▾	4/12/2021	4/12/2021
MCM Recertification Submit Date	Recertification Approval Date	Original Application Date	Date Disenrolled from program
		3/17/2021	
Reason for Disenrollment	Agency*	Action Required Date	Action Required Note
---Select ReasonforDisenrollment▾	Nashville CARES		

RWES Training – Submit Change to State

- To send your updated to the State for Approval make sure all updates have been made and the page saved.
- Click the Submit button.

Change MCM **Submit** Print | Print IAP | Print Dental

Enrollment View

 Edit


RWES Training – Submit Change to State

- After clicking Submit you will be taken to a new screen where you must click the Print button to print a copy for your records.

Home / Client Application / Submit Application

Continue

If you have not printed the application yet please do so before submitting.

 Print

 Submit



RWES Training – Submit Change to State

- After clicking print a copy of the application will be downloaded for printing.
- Then click Submit to submit changes of application to the State.

Home / Client Application / Submit Application

Continue

If you have not printed the application yet please do so before s

 Print  Submit

TN

pdf ^

RWES Training – Recert or Renroll Client

- If you are needing to reenroll or recertify a client after verifying all the information in RWES is correct go to the enrollment tab and click Edit


[Contact](#) [Demographic](#) [Enrollment](#) [Clinical](#) [IAP](#) [Dental](#) [Services](#) [Acuity](#)

Client Name : Test Test

Case Manager :

Change MCM | Submit | Print | Print IAP | Print Dental

Enrollment View



Client Status*	Reason for Application*	Application Date	Application Approval Date
Active	Enrollement	4/12/2021	4/12/2021
MCM Recertification Submit Date	Recertification Approval Date	Original Application Date	Date Disenrolled from program
		3/17/2021	
Reason for Disenrollment	Agency*	Action Required Date	Action Required Note
	Nashville CARES		

RWES Training – Recert or Renroll Client

- Please note the client must be active for a recertification to take place.
- If a client is inactive they will have to be reenrolled.

Enrollment

Client Status*

Active

Reason for Application*

Recertification

Application Date

4/12/2021

Application Approval Date

4/12/2021

MCM Recertification Submit Date

Recertification Approval Date

Original Application Date

3/17/2021

Date Disenrolled from program

Reason for Disenrollment

---Select ReasonforDisenrollment---

Agency*

Nashville CARES

Action Required Date

Action Required Note

Insurance Assistance Received*

Applying

Insurance Assistance Type

Full premium payment

Insurance Premium Amount

0

Health Insurance*

Medicare Part D

Insurance Effective Date

Plan Activation Date

RWES Training – Recert or Renroll Client

- Clients are certified for six months at a time.
- Clients must be disenrolled after six months has passed.
- Clients can recertify 45 days before their final recert date to ensure they remain on Ryan White Program.
- Be sure to add note at bottom of enrollment page that you are recertifying or reenrolling a client.
- Save the page
- Then Submit the page to the state to approve changes. (Previously shown how to submit to State pages 51-53)

4/14/2021 Recertifying client. e.wilson

Change MCM | **Submit** | Print | Print IAP | Print Dental

Add Note

TN

Back

Save

RWES Training –Disenroll a Client

- To disenroll a client go to the Enrollment tab.
- Click Edit
- Select Inactive from Client Status
- Select Disenroll from Reason for Application
- Select the reason for Disenrollment
- Add a note with date, reason for disenroll, and name
- Click Save and then submit to State (Steps to submit to state page 51-53)

Edit Enrollment Information

Enrollment

Client Status*

Inactive

Reason for Application*

Disenroll

Application Date

4/12/2021

Application Approval Date

4/12/2021

MCM Recertification Submit Date

Recertification Approval Date

Original Application Date

3/17/2021

Date Disenrolled from program

Reason for Disenrollment

Did not recertify

Agency*

Nashville CARES

Action Required Date

Action Required Note

RWES Training – Changing Case Manager

- To change the Client's case manager go into the client's file, click on the View button to the left of their name in blue.

Client Search

Client ID

First Name

Last Name

SSN

ClientID

test

test

SSN

Search

	ClientId	Client Name	Assigned MCM	Contact	City	DOB
View	1020273	Testing t test				
View	1020275	test te test				
View	1020285	Test Test				
View	1020218	test1 test2				
View	1020219	test1 test2				
View	1020272	Testy Test Tester				

Showing 1 to 6 of 6 entries

Previous1Next

RWES Training – Changing Case Manager

- Once in the Client's application click on Change MCM.

Home > Client Search > Client Application

Contact

Demographic

Enrollment

Clinical

IAP

Dental

Services

Acuity

Client Name : Test M McTest

Case Manager

Enroll | Recertify | Dismiss | Deny | **Change MCM** | Submit | Print | Print IAP | Print Dental

RWES Training – Changing Case Manager

- To switch the record, select the new case manager the Client should be assigned to underneath the NewMCM dropdown then click Change.
- The Client should now be assigned to the new case manager in RWES.



Home > Client Application > Change MCM

Change MCM

ClientName
Test M McTest

CurrentMCM
Aaron Myatt

NewMCM
Erin Wilson ▼

 Change  Back



THANK YOU